

**State of California  
Inspection and Maintenance Review Committee**



**Consumer Information Survey**

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## EXECUTIVE SUMMARY

Since 2003, the Inspection and Maintenance Review Committee (IMRC) has received substantial testimony from state agencies, Smog Check station owners and others describing various experiences motorists are having with the Smog Check program (Program). Rarely has the IMRC heard directly from consumers. The IMRC determined that directly interviewing a scientifically selected sample of consumers would be a good way to learn more about how the Program is working and to test the representations made to IMRC about consumer satisfaction. Planning for a survey began in March 2004 and a preliminary results report was made to the Committee at the March 21, 2005 meeting of the IMRC.

The purpose of the survey was to include vehicle owners in the assessment of the Program. The survey allowed vehicle owners with failed Smog Checks in enhanced areas to report to the IMRC on information that they have about the Program operation. It also allowed the IMRC to obtain independent data on consumer perception of the Program and its impact on the consumer.

Form 10, the survey contractor, interviewed 566 randomly selected vehicle owners by phone. They prepared an initial frequency distribution analysis of the data which was presented to IMRC at its March 21, 2005 meeting. IMRC member Judith Lamare Ph.D. conducted additional analyses using cross tabulation to evaluate variations in consumer experience. These data were presented to the IMRC at its April 26, 2005 meeting. Discussion of these presentations is available in the hearing transcript.

**Results.** The IMRC found that the survey results presented new information to the Committee and that the information was helpful in assessing the consumer impact of the Program. The key findings were:

1. Only a small percentage of respondents contacted the Bureau of Automotive Repair (BAR) when they were notified that their vehicle required a Smog Check inspection.
2. Location was the most important consideration when looking for a Smog Check station.
3. Many failed vehicles received little attention before inspection. Fifty-one percent of respondents indicated that they did not perform any routine maintenance or repairs within 30 days prior to their Smog Check inspection.
4. Sixty-seven percent of the respondents were directed to a Test-Only station for Smog Check and 80 percent of the directed vehicle respondents noticed the Test-Only requirement on the Department of Motor Vehicles registration renewal notice.
5. Eighty-two percent of the motorists indicated that it was somewhat or very easy to comply with the Smog Check inspection requirement. There was no significant difference between those directed and those not directed to Test-Only.
6. When selecting a repair shop for emission-related repairs, 82 percent indicated that they did not shop around for cost quotes. Very few were looking for a shop that would help them get financial assistance from BAR (Gold Shield stations).
7. Eighty percent of respondents found it somewhat or very easy to repair their vehicles.
8. Repair costs and time in the shop varied greatly. Those receiving consumer assistance from BAR were more likely to have costly and time-consuming repairs.

9. Ninety-two percent of respondents indicated that it was somewhat or very easy to obtain the second Smog Check inspection after having their vehicle repaired.
10. The Consumer Assistance Program (CAP) was used by only seven percent of the sample. Among those identified in the survey as eligible for income-eligible assistance, only fourteen percent used it. The percentage of vehicle owners using CAP was highest in the Central Valley and lowest in Los Angeles.

**Evaluation of the Method.** The IMRC found that design and implementation of the consumer survey requires considerable care to expedite completion of the interviews. In addition, care must be taken to ensure that various regions of the state are represented proportionately in the survey results since response rates vary in different regions of the state. Los Angeles County presented the biggest challenge and indeed the findings for Los Angeles County are also somewhat unique. Given the concentration of population in the southern part of the state, and the unique findings in Los Angeles County, it is advisable to conduct interviews with a large sample in that region.

The IMRC recommends that a consumer survey continue to be a regular part of the Smog Check evaluation process.

## **CONCLUSIONS**

The Consumer Information Survey has helped to address and balance concerns raised in testimony from the automotive repair industry with randomly selected reports from recent consumer experience. Based on this survey, it appears that in most cases, motorists are navigating the Smog Check requirements with very little problem. Moreover, the vast majority of consumers report no problems with Test-Only direction.

More work is required to evaluate and gain a clearer understanding of several issues. Vehicle maintenance appears to be either misunderstood by the respondents or ineffective at ensuring the vehicle passes the Smog Check inspection.

Another issue is consumer awareness of the Consumer Assistance Program. The number of consumers who apply for the CAP appears to be well below eligibility. For example, only 7 percent used CAP even though the survey identified 18 percent of the respondents were income-eligible and 67 percent were Test-Only eligible.

Finally, there appears to be a difference between air basins. Motorists wanting a Test-Only station amounted to 78 percent in Los Angeles but only 59 percent in the San Joaquin Valley. In addition, CAP participation varies considerably by air basin with 3 percent participation in Los Angeles and 17 percent participation in the San Joaquin Valley. Los Angeles County motorists reported significantly less time in the repair shop. Bay Area owners reported more problems than owners in other regions, perhaps reflecting the recent date of initiation of the enhanced Smog Check program in that area.

## INTRODUCTION

Section 44021 of the Health and Safety Code requires that the Inspection and Maintenance Review Committee collect, analyze, and evaluate information relative to the Smog Check program. However, IMRC has never conducted a consumer information survey.

## PURPOSE OF THE CONSUMER SURVEY

The ARB/BAR report, *Evaluation of the California Enhanced Vehicle Inspection and Maintenance (Smog Check) Program* (dated April 2004) (Report) did not include an evaluation of consumer information aspects of the Program nor did it include any analyses of the adequacy or performance of the Consumer Assistance Program. This gap in the information available to the Committee motivated Committee Members to initiate a consumer survey to test the feasibility of directly contacting motorists to evaluate their experience.

The purpose of the survey is to include vehicle owners in the assessment of the Smog Check program. The survey allows vehicle owners with failed Smog Checks in enhanced areas to report to the Committee on information that they have about the Program operation. It also allows the IMRC to obtain independent data on consumer perception of the Program and its impact on the consumer.

A number of issues were identified by IMRC for investigation. These included independent information about:

- a) consumer satisfaction with Test-Only, Test and Repair, and Gold Shield station performance;
- b) the level of consumer knowledge about the Consumer Assistance Program;
- c) the use of pre-inspection maintenance and repairs;
- d) the time required and the cost of repairs by vehicle age and type, by geographic area, by Gold Shield and Test and Repair; and,
- e) environmental justice impacts of the Smog Check program.

**Test-Only Versus Test and Repair** - A key issue was to investigate the experience of those motorists whose vehicle was directed to Test-Only in comparison with those who used Test and Repair for initial inspection. In accordance with state law, the Bureau of Automotive Repair (BAR) implemented the Test-Only component of the Smog Check program in late 1997. That required some vehicle owners to have their vehicle's Smog Check inspection performed at a Test-Only station as compared to the traditional Smog Check Test and Repair station. Although the initial implementation created some confusion for motorists, BAR conducted significant outreach and advertising campaigns to inform motorists of the new requirement. In 2000, the number of vehicles directed to Test-Only stations was increased to 36 percent of the enhanced

vehicle fleet. That amounted to approximately 215,000 vehicles per month that were directed to Test-Only stations.

In 2003, the Bay Area was enhanced to include the Test-Only component of the Smog Check program. Consequently, as Test-Only stations opened in the nine Bay Area counties, more vehicles were directed to Test-Only stations. Today, BAR directs approximately 287,000 vehicles per month to Test-Only stations. This has caused many Test and Repair station owners to complain to the IMRC that their customers experience difficulty when attempting to get their vehicles tested at Test-Only stations. They also pointed to a “ping pong” problem in which motorists whose vehicles fail and are repaired face repeated cycles of test and repair in which vehicles “ping pong” between Test-Only stations and repair stations.

### **Use of the Consumer Assistance Program**

**Income Eligibility** - Low-income motorists whose vehicles fail the Smog Check inspection may participate in BAR’s Consumer Assistance Program which pays for emission-related repairs. The Consumer Assistance Program will pay as much as \$450 for emissions-related repairs after the income-eligible motorist pays the required co-payment of \$20. The CAP repair must be performed at a Gold Shield station and requires that the motorist complete an application to confirm eligibility. BAR spent \$4.7 million on this assistance program in 2002/2003.

Income eligibility for CAP is determined on a sliding scale depending on the number of people living in a household and is based on 185% of the federal poverty level as outlined in Table 1. [It should be noted that these income levels do not apply to CAP repairs for vehicles directed to Test-Only stations.]

Table 1

Number of People In Household	Gross Household Income	
	Maximum ANNUAL	Maximum MONTHLY
1	\$17,224	\$1,435
2	\$23,107	\$1,926
3	\$28,990	\$2,416
4	\$34,873	\$2,906
5	\$40,756	\$3,396
6	\$46,639	\$3,887
7	\$52,522	\$4,377
8	\$58,405	\$4,867

The IMRC received questions from environmental justice groups concerning the availability of the Consumer Assistance Program, including:

- a. Are low-income Californians receiving the benefit of the CAP?
- b. Are minority communities receiving information about the CAP?
- c. Should income eligibility be increased to include 225% of the federal poverty level, compared to 185% now in statute?

**Test-Only Eligibility** - Another way to qualify for the Consumer Assistance Program is to be directed to a Test-Only station for the biennial Smog Check. Vehicles directed to a Test-Only station automatically qualify for CAP repairs with no income eligibility requirement; however, the co-payment increases from \$20 to \$100. Although the vehicle owner automatically qualifies for CAP, the motorist must submit a CAP application in the same manner as required for the low-income applicant, but without household income related information. As previously stated, BAR spent about \$4.75 million on CAP in 2002/2003.

The IMRC received comments asking why Test-Only directed vehicles were eligible for CAP assistance. It is believed that legislators chose to provide eligibility because of the perceived hardship to vehicle owners of having to go to a Test-Only station for testing, a repair station for repairs, and return to the Test-Only station for the retest. [Subsequent legislation has also made it possible for Gold Shield stations to retest and certify those vehicles that are repaired in the Gold Shield station.]

**Other Issues** - The IMRC also received comments during Committee meetings suggesting that the approval process required for CAP repairs caused delays in getting the vehicles repaired and back to their owners. Another issue raised was whether or not there are sufficient Gold Shield stations available to serve the income-eligible participants.

## **SURVEY METHOD**

The Form 10 Group (Form 10) conducted the telephone survey which consisted of approximately seventy questions and provided approximately 35,000 data points for analysis. The survey was developed by the IMRC and then pre-tested and validated by Form 10. The IMRC also provided Form 10 with approximately 45,000 vehicle registrations and Form 10 used a tele-match service to obtain telephone numbers from the vehicle registration information. Vehicle registrations consisted of motorists whose vehicle previously failed the Smog Check inspection in the preceding ninety days. In addition, the survey sample was divided into a total of six air basins as illustrated in Table 2.

**Table 2**

<b>Group</b>	<b>Counties</b>	<b>Number of Interviews</b>
1	San Diego	53
2	Los Angeles	157
3	Orange, Riverside, San Bernardino, Ventura	115
4	Fresno, Kern, San Joaquin, Stanislaus	42
5	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	151
6	Placer, Sacramento, Yolo	33

Respondents to the survey had to meet the following requirements:

1. Had to have a telephone number that could be linked to the name and address information on their vehicle registration address;
2. Had to be at least eighteen years of age;
3. Verify vehicle ownership;
4. Remember failing the Smog Check inspection;
5. Be willing to take 15 minutes to answer the seventy questions; and,
6. Be able to communicate in English or Spanish.

## **SURVEY RESULTS**

### **What sources of information did motorists use when informed they needed a Smog Check inspection?**

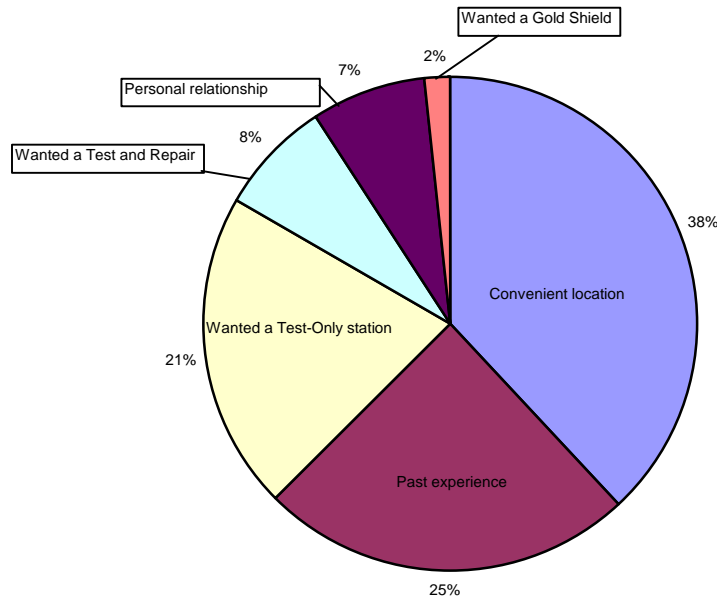
When notified of a Smog Check inspection requirement, motorists used various sources for information: shopping around was used by 28 percent of the motorists; 26 percent spoke with someone in the automotive repair business; and, 23 percent discussed the issue with a friend or family member. Although the BAR website contains a wealth of information concerning the Smog Check program, only 8 percent used it as a resource. Another 6.4 percent responded that they spoke with BAR. In reality, they probably contacted the Consumer Information Center whose toll free phone number is listed in the vehicle registration renewal packet mailed by the Department of Motor Vehicles (DMV). The Consumer Information Center is part of the Department of Consumer Affairs. It should be noted that respondents could answer yes to any of the options in this question and therefore the percentages are not cumulative.

### **What factors did motorists consider the most important when selecting a Smog Check station for the inspection?**

Thirty-eight percent of respondents indicated that a convenient location was the most important factor when selecting a Smog Check station. Twenty-three percent indicated that past experience with the shop was the most important factor. Chart 1 illustrates the various responses to this question.



Chart 1: Most Important Factor: Selecting Smog Check Station



**Prior to the Smog Check inspection, what maintenance and repairs did motorists perform on their vehicle?**

Maintenance of Failed Vehicles: Ninety-five percent of respondents indicated that they had maintained their vehicle over the last 12 months. Among the 95 percent that responded that they had maintained their vehicle, 54 percent responded that their vehicle was very well maintained and 41 percent indicated that their vehicle was pretty well maintained. Fifty-one percent did not perform any routine maintenance or repairs 30 days prior to inspection. Forty-six percent performed routine maintenance such as oil change, tune-up, or spark plug replacement 30 days or less prior to the Smog Check inspection. Only 16 percent had repairs performed prior to the Smog Check. Eight percent had a pre-inspection performed on their vehicle 30 days or less prior to the test. Since it is generally accepted that routine maintenance prevents a vehicle from failing the Smog Check inspection, this issue may require additional research since a significant percentage of the failed vehicles had routine maintenance performed within 30 days of the Smog Check inspection.

**Action Taken by Vehicle Owners Within 30 Days of the Smog Check Inspection**

Number of Respondents	Percentage	Action
277	49%	None (no maintenance, no repairs, and no practice Smog Check)
167	30%	Performed routine maintenance (No repairs, no practice Smog Check)
122	21%	Performed one or more of the following: routine maintenance, repairs, or practice Smog Check

**For owners whose vehicles were directed to Test-Only stations, how did they learn of the Test-Only requirement?**

Sixty-seven percent of those surveyed were directed to Test-Only stations. Contrary to the many concerns expressed by members of the automotive industry to IMRC members, 80 percent of respondents indicated that they learned of the Test-Only requirement from the DMV registration renewal information they received in the mail. Only 14 percent did not realize that their vehicle required a Test-Only inspection until they went to a Test-and-Repair station for the inspection. Overall, 79 percent rated finding a Test-Only station easy and another 4 percent said it was “somewhat easy”. Ideally, one would hope that all directed motorists realize they are being directed when they receive their DMV registration renewal notice. Evidence of variation by air district suggests that motorists learn to look for this as the Program matures. The Bay Area had the highest rate (32%) of missing this information on reading the DMV notification but the Bay Area had only implemented Test-Only direction in 2003.

**How easy or difficult was it to comply with the Smog Check inspection requirement?**

Eighty-two percent of all respondents found that it was easy or somewhat easy to comply with the Smog Check inspection requirement. There was no significant difference between those directed to Test-Only and those not directed to Test-Only in how easy the respondents rated the Smog Check requirement.

Eighteen percent rated complying with the inspection requirement as somewhat or very difficult. From the 18 percent that experienced difficulty with the program, 54 percent found the expense was a problem and 34 percent thought the process was too time consuming. Also from the 18 percent, 30 percent of those found the Smog Check program difficult because they lacked an understanding of how the Program works. Finally, another 18 percent of those that had difficulty indicated that finding a Smog Check inspection station was difficult.

**What factors did motorists consider the most important when selecting a Smog Check station for the vehicle repairs?**

When choosing a repair shop, 29 percent of respondents indicated that the most important factor in their decision was past experience with the shop. Twenty-one percent indicated that the most important factor for choosing a repair shop was location. (This contrasts with 38 percent that found location the most important factor when choosing a shop for the Smog Check inspection.) The following list ranks the most important factors respondents chose as most important for choosing a repair shop:

- Past experience with the shop – 29%
- Convenient location – 21%
- Personal relationship with the shop – 19%
- The repair estimate from the shop seemed reasonable – 13%
- A trusted person recommended the shop – 12%
- Wanted financial assistance from BAR – 5%
- Wanted a Gold Shield station – 0.2%

Most importantly, only 5 percent were looking for a station that would help them get financial assistance with repairs (CAP).

### **How easy or difficult was it for motorists to have repairs performed on their vehicle?**

Eighty percent of respondents found it somewhat easy or very easy to fix their vehicle and 62 percent indicated that it took one day or less to complete the process. From the 18 percent that had difficulty getting their vehicle repaired, 67 percent found the expense of repair was difficult and 51 percent found the time required for repairs was difficult. Thirty-eight percent stated that understanding the repair requirement was difficult. Again, the last three responses were individual questions and therefore the percentages are not cumulative.

Respondents were also asked about repair choices. Ninety percent of the owners of failed vehicles said they were offered neither a cheap quick fix nor a more expensive and durable repair. Vehicle owners do not appear to be making choices for quick fixes.

### **Cost and Time Involved in Repair and the Issue of “Ping-Pong”:**

Expense and time for repairs varied greatly. Twenty percent paid less than \$50 while 20 percent paid over \$450 dollars; 22 percent paid between \$51 and \$150 while 31 percent paid between \$151 and \$450 for repairs. Most vehicles were in the repair shop one day or less (62%), with 39 percent leaving the shop in less than half a day. Twenty-two percent were in the repair shop more than 2 days.

There was little evidence of a “ping pong” effect in which vehicle owners were bounced back and forth between testing stations and repair stations with conflicting readings. There was no statistically significant difference between those required to have their vehicle inspected at a Test-Only station and others regarding the ease in which they judged the first or the second Smog Check.

### **How easy or difficult was it for motorists to have the second Smog Check inspection performed on their vehicle?**

Eighty percent of respondents indicated that the second Smog Check inspection was easy and another 12 percent indicated it was somewhat easy. Five percent indicated that it was somewhat or very difficult and 3 percent did not answer the question.

### **How many motorists used BAR’s Consumer Assistance Program?**

Seven percent of respondents used BAR’s Consumer Assistance Program. From the 7 percent, 4.6 percent received Test-Only eligible assistance and 2.5 percent received income-eligible assistance. Sixty-seven percent were eligible for Test-Only directed assistance and about 27 percent of the state’s adult population are eligible for income assistance. Given limited income data provided in the survey, the respondents were classified according to income eligibility. Only 14 percent of those estimated to be income eligible reported receiving the assistance.

## DIFFERENCES BY AIR BASIN

Respondent vehicle owners were chosen at random proportionate to their representation in the population by air basin. Six air basins were identified and analyzed. This analysis combines the two small valley basins into one and combines San Diego, Orange, Riverside and San Bernardino county respondents. The differences within these two groups are not significant. What is reported here are the statistically significant differences between these four areas: Los Angeles County (147 interviews), the Bay Area (149 interviews in nine counties), Other Southern California counties (170 interviews) and the San Joaquin and Sacramento Valleys (85 interviews).

**Wanted a Test-Only Station** - Percentage of respondents in the air basin that said in choosing a station to do the Smog Check they considered a Test-Only station.

### Considered a Test-Only Station

S. J. Valley	59%
Bay Area	62%
Other So Cal	67%
Los Angeles	78%

**After identifying factors they considered important, motorists were asked to pick the most important factor for them in making their choice for a testing station.**

### Most important factor in choosing a test station

	Bay Area	Los Angeles	S.J. Valley	Other So. Cal.
Personal relationship/shop	13%	5%	7%	5%
Past experience with shop	10%	33%	26%	28%
Convenient location	45%	33%	36%	38%
Wanted Test-Only Station	22%	23%	18%	19%

Interpretation: about the same percentage picked the Test-Only station criterion as the most important factor in making their choice, but Angelenos were most likely to consider this factor and Valley motorists least likely.

**Asked of those directed to Test-Only: When did you learn that your vehicle was Test-Only?**

**Percent choosing “upon reading the smog check information in the vehicle registration.”**

Bay	70%
L.A.	81%
S. J. Valley	81%
Other So. Cal.	86%

**Asked of those directed to Test-Only: How difficult was it to find a Test-Only station?**

	<b>Easy or Somewhat Easy</b>	<b>Somewhat Difficult or Very Difficult</b>
Bay	88%	12%
L.A.	95%	3%*
S. J. Valley	93%	7%
Other So. Cal.	95%	5%

\*3% did not answer

Most Bay Area Test-Only directed motorists found it easy (68%) to find a Test-Only station but motorists in this region were the most likely to have difficulty due to the recent Test-Only implementation.

There was no statistically significant difference between regions in consumer response to “how easy was it to comply with the initial Smog Check?”

**How many days was your car in the shop for repairs?**

	<b>Bay</b>	<b>L.A.</b>	<b>S. J. Valley</b>	<b>So. Cal.</b>
Less than 1/2 day	30%	47%	41%	39%
1/2 to one day	32%	19%	16%	23%
1-2 days	15%	18%	16%	14%
More than 2 days	24%	16%	27%	25%

Note that there is correlation between both of these variables and whether the respondent received financial assistance from BAR (see following table) since those receiving CAP assistance had longer stays in the repair shop and CAP assistance varies significantly by air basin. It may be that the time in the repair shop difference is a function of the difference in CAP assistance processing and paperwork requirements.

**Received financial assistance from BAR**

S. J. Valley	17%
Other So. Cal.	9%
Bay	7%
L.A.	3%

The Central Valley had the highest rate of assistance and Los Angeles County had the lowest rate of financial assistance for the repair of vehicles.

## **DIFFERENCES FOR THOSE RECEIVING BAR ASSISTANCE VERSUS OTHERS**

**Income Group.** There was no statistically significant difference between the income groups identified in the survey in the proportion that received CAP assistance.

Survey respondents chose from one of the following income groups:

- 1) below \$17,000
- 2) \$17,000 to \$22,999
- 3) \$23,000 to \$28, 999
- 4) \$29,000 and above.

Only 58 percent of those interviewed chose one of these categories as the income category for their household.

Income eligibility for the CAP assistance depends upon both household income and the number of members in the household. Looking at responses to the income questions, we were able to determine that 17 percent of the sample was income eligible for CAP, 37 percent was not income eligible and 46 percent could not be determined. Note that census data indicates that 27 percent of all adults 18-64 in California would qualify for CAP income eligible assistance.

Of the income-eligible respondents, 14 percent claimed to have received CAP assistance (that includes both types of assistance). Among those who were determined to not be eligible and among those for whom we could not determine eligibility, 7 percent claimed to have received CAP assistance. This was not a statistically significant difference.

### **Days in the Shop for Repairs**

For those who received financial assistance from BAR, 60 percent were in the shop more than one day and 40 percent were in the shop more than 2 days. For those who did not receive assistance, 36 percent were in the shop more than one day and 21 percent were in the shop more than 2 days.

Nevertheless, there was no statistically significant difference between those who received financial assistance and others in how easy they thought it was to get their vehicle repaired.

### **How Much It Cost to Repair**

There is clearly a tendency for those receiving assistance from BAR to have higher cost repairs. Thirty-seven percent of those receiving financial aid had repairs costing more than \$450, though this group is 20 percent of all surveyed. Less than 10 percent of the BAR assisted owners paid less than \$50 for repairs, yet this group is also 20 percent of all vehicle owners.

# APPENDIX

## CONSUMER INFORMATION SURVEY QUESTIONS

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the State of California's Inspection and Maintenance Review Committee, are you (First Name, Last Name)? We are conducting a study of people whose cars have recently failed a Smog Check emissions test. The survey will take approximately 10 minutes to complete. This informational survey was designed to collect data on how to improve the consumer's experience with automobile smog checks in the future. All of the information you provide will remain confidential and will only be used as a part of this study. Your answers will be included in a list of several hundred respondents to identify consumer attitudes about the process and areas for improvement and your name will not be used in the final report. So you understand what I just explained and do I have your permission to begin the survey questions now?"

Would you be willing to assist us in a 5-10 minute phone survey regarding your recent experience with the California Smog Check Program? (Yes/No)

No- "Thank you anyway, good-bye"

Yes- "OK, great!"

First, can you confirm that you took a ---- (Year) ----- (Car Model) in for a smog check recently and it failed the smog inspection?

Yes – Go to Question 1x

No – Ask Question 1a

1a) Did someone else in your household take this car in for a Smog Check recently?

Yes – Go to Question 1b

No – Thank the consumer and conclude the interview.

1b) What is the name of the person who took the vehicle through the Smog Check inspection?

\_\_\_\_\_ And go to question 1c.

1c) Is that person available right now?

Yes – Continue the interview with the correct respondent at question 1x.

No – Ask 1d.

1d) Is (first name and last name of person) available at this phone number?

Yes – Thank the consumer and conclude the interview. Schedule a call back.

No – At what number can this person be reached? \_\_\_\_\_

Thank the consumer and conclude the interview. Schedule call back if phone number obtained.



1x) Can you confirm that the vehicle initially failed it's Smog Check inspection?

Yes – Continue with interview

No – Thank the consumer and conclude the interview.

The first section of the survey will ask questions that deal with the initial smog inspection.

2. When you received your notice that a smog check was due, did you do any of the following [yes/no on each of the following]

- a. Talk to friends or family about it?
- b. Talk to someone who works in the smog check business?
- c. Talk to someone who works in the auto repair business?
- d. Shop around or look at several different places to go for the test?
- e. Talk to the Bureau of Automotive Repair?
- f. Visit the Bureau of Automotive Repair website?

3. I'm going to read a number of items that people consider when they choose where to have their vehicle inspected. Please tell me which, if any of these factors you considered. [yes/no on each of the following]

- a. Your personal relationship with the shop or someone who works there?
- b. Your past experience with this shop?
- c. The convenient location of the shop?
- d. You wanted a Test and Repair station?
- e. You wanted a Test Only station?
- f. You wanted a Gold Shield station?

4. For each of those factors that you said were one of the things you considered; which was the most and second most important? [Read only those chosen above in question 3 and allow only two selections and identify them as 1 & 2]

- a. Your personal relationship with the shop or someone who works there?
- b. Your past experience with this shop?
- c. The convenient location of the shop?
- d. You wanted a test and repair station?
- e. You wanted a Test Only station?
- f. You wanted a Gold Shield station?

5. In the 30 days prior to the smog check, did you .... [yes/no on each of the following]

- a. Have a practice smog test on the vehicle?
- b. Perform any routine maintenance like changing oil, spark plugs, or tune-up?
- c. Perform any repairs on the vehicle?

6. How well would you say that this vehicle has been maintained over the last year? Is it maintained .... [Only one response]

- a. Very well
- b. Pretty well
- c. Not very well
- d. Not at all
- e. Non-responsive

7. Were you required to take your vehicle to a Test-Only station?

- a. Yes [If YES Go to Q8, and Q8a]
- b. No [Skip to Q9]
- c. Non-responsive [Skip to Q9]

8. When did you learn that you were required to take your vehicle to a Test-Only station?  
Was it:

- a. Upon reading the smog check information in your vehicle registration renewal letter.
- b. After being informed by a Test & Repair station that they could not perform the test.
- c. At some other time.

8a) How difficult was it for you to find a Test-Only station to perform the Smog Check?

- a. Easy
- b. Somewhat easy
- c. Somewhat difficult
- d. Very difficult
- e. Non-responsive

9. How easy was it for you to comply with the initial smog check TEST for this vehicle?  
Was it....

- a. Easy [Skip to Q11]
- b. Somewhat easy [Skip to Q11]
- c. Somewhat difficult [Go to Q10]
- d. Very difficult [Go to Q10]
- e. Non-responsive

10. Please answer yes or no if any of these factors caused you difficulty in complying with the smog check inspection? [Answer Yes or No].

- a. Expense of the inspection
- b. Time it took to complete the inspection
- c. Finding an inspection station
- d. Understanding how the inspection program worked
- e. Other reasons

11. How much did you pay for your initial smog check inspection? [Record the approximate dollar amount].

\$\_\_\_\_\_

The questions in this section of the survey will deal with the repairs you may have done on your car after it failed the Smog Check.

12. After you received the notice that your vehicle had failed the smog check, did you do any of the following... [yes/no on each of the following]

- a. Talk to friends or family about it?
- b. Consider scrapping your car instead of fixing it?
- c. Shop around or look at several different places to go for the repairs?
- d. Talk to the Bureau of Automotive Repair about helping you pay for the repairs?
- e. Visit the Bureau of Automotive Repair web site?

13. Did you have the car repaired after it failed the Smog Check?

- a. Yes
- b. No, I sold the car [Skip to Q23]
- c. No, I scrapped the car [Skip to Q23]
- d. No, I have not completed the repairs yet [Skip to Q23]

14. I'm going to read a number of items that people consider when they choose where to have their vehicle repaired. Please tell me which, if any of these factors you considered. [yes/no to each of the following]

- a. My personal relationship with the shop or someone who works there?
- b. My past experience with this shop?
- c. Someone I trust recommended this shop?
- d. Convenient location?
- e. The repair estimate I received from the shop seemed reasonable?
- f. I wanted a station where I could get financial help from the Bureau of Automotive Repair to pay for the repairs?
- g. I wanted a Gold Shield station?
- h. No Response

15. Now for each of those factors that you said were one of the things you considered; which was the most and second most important [Read those chosen if necessary, and identify them with a 1 and 2]
- a. Your personal relationship with the shop or someone who works there?
  - b. Past experience with this shop?
  - c. Someone I trust recommended this shop?
  - d. Convenient location?
  - e. The repair estimate I received from the shop seemed reasonable?
  - f. I wanted a station where I could get financial help from the Bureau of Automotive Repair to pay for the repairs?
  - g. I wanted a Gold Shield station?
  - h. Can't decide
16. Did you shop around and get more than one repair estimate?
- a. Yes
  - b. No
  - c. Don't recall
17. I am going to read three statements about the repair options you may have been offered by the station to fix your emission system. Please answer yes or no:
- a. They offered me the option of a more expensive repair that was a longer lasting fix.  
[If YES go to Q18]
  - b. They offered me the option of a less expensive repair that was a temporary fix.  
[If YES go to Q18]
  - c. Neither of these options was offered.
18. Which repair option did you select:
- a. The more expensive repair option?
  - b. The less expensive repair option?
  - c. I selected neither option.
  - c. Don't recall.
19. Overall, regarding *the REPAIRS to your vehicle*, how easy was it for you to fix your vehicle....
- a. Easy?
  - b. Somewhat easy?
  - c. Somewhat difficult? [Ask 19a]
  - d. Very difficult? [Ask 19a]
  - e. Non-responsive

19a) Please answer yes or nor if any of these factors caused you difficulty in completing the repairs to your vehicle? [Answer Yes or No].

- a. Expense of the repairs
- b. Time it took to complete the repairs
- c. Finding a repair station
- d. Getting multiple repair estimates
- e. Understanding the repair requirements
- f. Other reasons

20. In total, how many days was your car in the shop for repairs...

- a. Less than ½ day?
- b. More than ½ day, but less than one full day?
- c. More than one day, but less than two days?
- d. More than two days?
- e. No Response

21. In total, how much did the repairs cost to fix your vehicle...

- a. Less than \$50?
- b. Between \$51 and \$150?
- c. Between \$151 and 250?
- d. Between \$250 and 450?
- e. More than \$450?
- f. Can't remember
- g. No Response

22. Did you receive any financial assistance from the Bureau of Automotive Repair to pay the cost of repairs?

- a. Yes [Go to Q22a]
- b. No
- c. Non-responsive

22a) How much did the Bureau of Automotive Repairs assist with your repair cost?

- a. Was it all but \$100 of the repair cost?
- b. Was it all but \$20 of the repair cost?

23. After the repairs were made, you had a second smog check. How easy was it for you to comply with the SECOND smog check TEST for this vehicle?

- a. Easy
- b. Somewhat easy
- c. Somewhat difficult
- d. Very difficult
- e. Non-responsive

24. How much did you pay for your SECOND smog check inspection?

[Record the approximate dollar amount] \$ \_\_\_\_\_

Finally, we would like to ask a few additional questions for statistical purposes.

25. Household Income Group: Would you describe the annual household income as:

- a. Below \$17,000;
- b. Above \$17,000 but below \$23,000; or,
- c. Above \$23,000, but below \$29,000; or
- d. Above \$29,000.
- e. No Response

26. Which of the following describes the number of people in your household that depend of the above income?

- a. 1
- b. 2
- c. 3
- d. 4 or more.
- e. No Response

27. Are you or anyone in your family employed in the vehicle repair or Smog Check industry?

- a. Yes
- b. No
- c. No Response

I want to thank you for helping us to evaluate how the Smog Check program is working for vehicle owners. Your time is very valuable to us.

## Frequency Table

### Airbasin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bay Area	151	26.7	26.7	26.7
	Central Valley	52	9.2	9.2	35.9
	Los Angeles	157	27.7	27.7	63.6
	Sacramento	34	6.0	6.0	69.6
	South Coast	119	21.0	21.0	90.6
	San Diego	53	9.4	9.4	100.0
	Total	566	100.0	100.0	

### 1x) Car Fail Smog?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	566	100.0	100.0	100.0

### 2a) Talk to Friends

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	431	76.1	76.6	76.6
	Yes	132	23.3	23.4	100.0
	Total	563	99.5	100.0	
Missing		3	.5		
Total		566	100.0		

### 2b) Talk to someone in smog business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	459	81.1	81.4	81.4
	Yes	105	18.6	18.6	100.0
	Total	564	99.6	100.0	
Missing		2	.4		
Total		566	100.0		

### 2c) Talk to someone in auto repair business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	417	73.7	74.1	74.1
	Yes	146	25.8	25.9	100.0
	Total	563	99.5	100.0	
Missing		3	.5		
Total		566	100.0		

**2d) Shop around**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	408	72.1	72.3	72.3
Yes	156	27.6	27.7	100.0
Total	564	99.6	100.0	
Missing	2	.4		
Total	566	100.0		

**2e) Talk to BAR**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	524	92.6	93.6	93.6
Yes	36	6.4	6.4	100.0
Total	560	98.9	100.0	
Missing	6	1.1		
Total	566	100.0		

**2f) Visit Bar Website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	499	88.2	91.9	91.9
Yes	44	7.8	8.1	100.0
Total	543	95.9	100.0	
Missing	23	4.1		
Total	566	100.0		

**3a) Personal relationship with the shop**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	418	73.9	74.0	74.0
Yes	147	26.0	26.0	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**3b) Your past experience with the shop**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	250	44.2	44.2	44.2
Yes	315	55.7	55.8	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		



**3c) The location of the shop**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	109	19.3	19.3	19.3
Yes	456	80.6	80.7	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**3d) Wanted a test and repair station**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	399	70.5	70.6	70.6
Yes	166	29.3	29.4	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**3e) Wanted a test only station**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	188	33.2	33.2	33.2
Yes	378	66.8	66.8	100.0
Total	566	100.0	100.0	

**3f) Wanted a Gold Shield station**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	525	92.8	94.8	94.8
Yes	29	5.1	5.2	100.0
Total	554	97.9	100.0	
Missing	12	2.1		
Total	566	100.0		

**4a) Which factor in question 3 was most important**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Your personal relationship with the shop	41	7.2	7.5	7.5
	Your past experience with this shop	135	23.9	24.6	32.1
	The convenient location of the shop	209	36.9	38.1	70.1
	You wanted a test and repair station	40	7.1	7.3	77.4
	You wanted a Test Only station	114	20.1	20.8	98.2
	You wanted a Gold Shield station	10	1.8	1.8	100.0
	Total	549	97.0	100.0	
Missing		17	3.0		
Total		566	100.0		

**4b) Which factor in question 3 was 2nd most important**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Your personal relationship with the shop	26	4.6	5.6	5.6
	Your past experience with this shop	102	18.0	22.1	27.8
	The convenient location of the shop	184	32.5	39.9	67.7
	You wanted a test and repair station	37	6.5	8.0	75.7
	You wanted a Test Only station	100	17.7	21.7	97.4
	You wanted a Gold Shield station	12	2.1	2.6	100.0
	Total	461	81.4	100.0	
Missing		105	18.6		
Total		566	100.0		

**5a) Have a practice smog test**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	521	92.0	92.0	92.0
	Yes	45	8.0	8.0	100.0
	Total	566	100.0	100.0	

**5b) Perform and routine maintenance**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid NO	311	54.9	54.9	54.9
YES	255	45.1	45.1	100.0
Total	566	100.0	100.0	

**5c) Perform any repairs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	473	83.6	83.7	83.7
Yes	92	16.3	16.3	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**6) How was the vehicle maintained**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Well	311	54.9	54.9	54.9
Pretty Well	229	40.5	40.5	95.4
Not Very Well	23	4.1	4.1	99.5
Non-reponsive	3	.5	.5	100.0
Total	566	100.0	100.0	

**7) Were you required to go to a test only station**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	379	67.0	67.2	67.2
No	165	29.2	29.3	96.5
Non-Responsive	20	3.5	3.5	100.0
Total	564	99.6	100.0	
Missing	2	.4		
Total	566	100.0		

**8) When did you learn your vehicle was Test-Only**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Upon reading the smog check information in your vehicle registration.	303	53.5	79.7	79.7
	After being informed by a Test & Repair station that they co	53	9.4	13.9	93.7
	At some other time	24	4.2	6.3	100.0
	Total	380	67.1	100.0	
Missing		186	32.9		
Total		566	100.0		

**8a) How difficult was it to find a test only station**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy	299	52.8	79.1	79.1
	Somewhat Easy	53	9.4	14.0	93.1
	Somewhat Difficult	18	3.2	4.8	97.9
	Very Difficult	6	1.1	1.6	99.5
	Non-Responsive	2	.4	.5	100.0
	Total	378	66.8	100.0	
Missing		188	33.2		
Total		566	100.0		

**9) How easy was it to comply with the initial smog check**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy	363	64.1	64.5	64.5
	Somewhat Easy	101	17.8	17.9	82.4
	Somewhat Difficult	63	11.1	11.2	93.6
	Very Difficult	30	5.3	5.3	98.9
	Non-Responsive	6	1.1	1.1	100.0
	Total	563	99.5	100.0	
Missing		3	.5		
Total		566	100.0		

**10a) Expense of the inspection**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	55	9.7	44.7	44.7
Yes	68	12.0	55.3	100.0
Total	123	21.7	100.0	
Missing	443	78.3		
Total	566	100.0		

**10b) Time it took to complete the inspection**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	75	13.3	65.2	65.2
Yes	40	7.1	34.8	100.0
Total	115	20.3	100.0	
Missing	451	79.7		
Total	566	100.0		

**10c) Finding an inspection station**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	88	15.5	77.9	77.9
Yes	25	4.4	22.1	100.0
Total	113	20.0	100.0	
Missing	453	80.0		
Total	566	100.0		

**10d) Understanding how the inspection program worked**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	80	14.1	69.6	69.6
Yes	35	6.2	30.4	100.0
Total	115	20.3	100.0	
Missing	451	79.7		
Total	566	100.0		

**10e) Other reasons**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	65	11.5	67.7	67.7
Yes	31	5.5	32.3	100.0
Total	96	17.0	100.0	
Missing	470	83.0		
Total	566	100.0		

**12a) Talk to friends or family**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	389	68.7	68.8	68.8
Yes	176	31.1	31.2	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**12b) Consider scrapping your car**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	512	90.5	90.5	90.5
Yes	54	9.5	9.5	100.0
Total	566	100.0	100.0	

**12c) Shop around or look at several different repair shops**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	444	78.4	78.6	78.6
YES	121	21.4	21.4	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**12d) Talk to BAR about help in paying for repairs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	507	89.6	89.7	89.7
Yes	58	10.2	10.3	100.0
Total	565	99.8	100.0	
Missing	1	.2		
Total	566	100.0		

**12e) Visit the BAR website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	513	90.6	91.8	91.8
Yes	46	8.1	8.2	100.0
Total	559	98.8	100.0	
Missing	7	1.2		
Total	566	100.0		

**13) Did you have the car repaired after the Smog Check**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	519	91.7	91.7	91.7
	No, I sold the car	23	4.1	4.1	95.8
	No, I scrapped the car	5	.9	.9	96.6
	No, I have not completed the repairs yet	19	3.4	3.4	100.0
	Total	566	100.0	100.0	

**14a) My personal relationship with the shop**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	275	48.6	53.0	53.0
	Yes	244	43.1	47.0	100.0
	Total	519	91.7	100.0	
Missing		47	8.3		
Total		566	100.0		

**14b) My past experience with this shop**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	28.4	31.0	31.0
	Yes	358	63.3	69.0	100.0
	Total	519	91.7	100.0	
Missing		47	8.3		
Total		566	100.0		

**14c) Someone I trust recommended this shop**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	244	43.1	47.0	47.0
	Yes	275	48.6	53.0	100.0
	Total	519	91.7	100.0	
Missing		47	8.3		
Total		566	100.0		

**14d) Convenient location**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	119	21.0	22.9	22.9
Yes	400	70.7	77.1	100.0
Total	519	91.7	100.0	
Missing	47	8.3		
Total	566	100.0		

**14e) The repair estimate was reasonable**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	178	31.4	34.3	34.3
Yes	341	60.2	65.7	100.0
Total	519	91.7	100.0	
Missing	47	8.3		
Total	566	100.0		

**14f) I wanted a station where BAR help was available**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	444	78.4	85.5	85.5
Yes	75	13.3	14.5	100.0
Total	519	91.7	100.0	
Missing	47	8.3		
Total	566	100.0		

**14g) I wanted a Gold Shield station**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	438	77.4	84.4	84.4
Yes	81	14.3	15.6	100.0
Total	519	91.7	100.0	
Missing	47	8.3		
Total	566	100.0		



**15a) Which factor in question 14 was the most important**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Your personal relationship with the	94	16.6	19.1	19.1
	Past experience with this shop	144	25.4	29.3	48.4
	Someone I trust recommended this shop	60	10.6	12.2	60.6
	Convenient location	101	17.8	20.5	81.1
	The repair estimate I received from the shop seemed reasonable	66	11.7	13.4	94.5
	Wanted a station where I could get financial help from BAR	26	4.6	5.3	99.8
	I wanted a Gold Shield station?	1	.2	.2	100.0
	Total	492	86.9	100.0	
Missing		74	13.1		
Total		566	100.0		

**15b) Which factor in question 14 was 2nd most important**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Your personal relationship with the	32	5.7	7.7	7.7
	Past experience with this shop	107	18.9	25.9	33.7
	Someone I trust recommended this shop	36	6.4	8.7	42.4
	Convenient location	154	27.2	37.3	79.7
	The repair estimate I received from the shop seemed reasonable	72	12.7	17.4	97.1
	Wanted a station where I could get financial help from BAR	7	1.2	1.7	98.8
	I wanted a Gold Shield station?	5	.9	1.2	100.0
	Total	413	73.0	100.0	
Missing		153	27.0		
Total		566	100.0		

**16) Did you shop around for repair estimates**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	93	16.4	18.0	18.0
No	420	74.2	81.4	99.4
Not Sure	3	.5	.6	100.0
Total	516	91.2	100.0	
Missing	50	8.8		
Total	566	100.0		

**17a) More expensive repair that is a longer lasting fix**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	477	84.3	92.1	92.1
Yes	41	7.2	7.9	100.0
Total	518	91.5	100.0	
Missing	48	8.5		
Total	566	100.0		

**17b) Less expensive repair that is a temp. fix**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	509	89.9	98.3	98.3
Yes	9	1.6	1.7	100.0
Total	518	91.5	100.0	
Missing	48	8.5		
Total	566	100.0		

**17c) Neither option was offered**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	48	8.5	9.3	9.3
Yes	470	83.0	90.7	100.0
Total	518	91.5	100.0	
Missing	48	8.5		
Total	566	100.0		

**18) Which repair option did you select**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	The more expensive repair option	15	2.7	5.8	5.8
	The less expensive repair option	13	2.3	5.0	10.9
	I selected neither option	212	37.5	82.2	93.0
	Don't recall	18	3.2	7.0	100.0
	Total	258	45.6	100.0	
Missing		308	54.4		
Total		566	100.0		

**19) How easy was it for you to fix your vehicle**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy	315	55.7	62.0	62.0
	Somewhat Easy	96	17.0	18.9	80.9
	Somewhat Difficult	64	11.3	12.6	93.5
	Very Difficult	28	4.9	5.5	99.0
	Non-Responsive	5	.9	1.0	100.0
	Total	508	89.8	100.0	
Missing		58	10.2		
Total		566	100.0		

**19a) Expense of the repairs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	31	5.5	32.3	32.3
	Yes	65	11.5	67.7	100.0
	Total	96	17.0	100.0	
Missing		470	83.0		
Total		566	100.0		

**19b) Time it took to complete the repairs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	8.3	49.0	49.0
	Yes	49	8.7	51.0	100.0
	Total	96	17.0	100.0	
Missing		470	83.0		
Total		566	100.0		

**19c) Finding a repair station**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	75	13.3	78.9	78.9
	Yes	20	3.5	21.1	100.0
	Total	95	16.8	100.0	
Missing		471	83.2		
Total		566	100.0		

**19d) Getting multiple repair estimates**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	14.1	85.1	85.1
	Yes	14	2.5	14.9	100.0
	Total	94	16.6	100.0	
Missing		472	83.4		
Total		566	100.0		

**19e) Understanding the repair requirements**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	58	10.2	62.4	62.4
	Yes	35	6.2	37.6	100.0
	Total	93	16.4	100.0	
Missing		473	83.6		
Total		566	100.0		

**19f) Other reasons**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	82	14.5	89.1	89.1
	Yes	10	1.8	10.9	100.0
	Total	92	16.3	100.0	
Missing		474	83.7		
Total		566	100.0		

**20) How many days was your car in the shop for repairs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 0.5 days	199	35.2	39.1	39.1
	More than .5 days, but less than 1 full day	118	20.8	23.2	62.3
	More than 1 day, but less than 2 full days	79	14.0	15.5	77.8
	More than two days	113	20.0	22.2	100.0
	Total	509	89.9	100.0	
Missing		57	10.1		
Total		566	100.0		

**21) How much did it cost to repair your vehicle**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< \$50	105	18.6	20.7	20.7
	\$51 to \$150	114	20.1	22.5	43.2
	\$151 to \$250	85	15.0	16.8	60.0
	\$250 - \$450	70	12.4	13.8	73.8
	> \$450	99	17.5	19.5	93.3
	Can't Remember	34	6.0	6.7	100.0
	Total	507	89.6	100.0	
Missing		59	10.4		
Total		566	100.0		

**22) Did you receive any financial aid from BAR**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	471	83.2	92.0	92.0
	Yes	41	7.2	8.0	100.0
	Total	512	90.5	100.0	
Missing		54	9.5		
Total		566	100.0		

**22a) How did the BAR assist**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Was it all but \$100 of the repair costs	26	4.6	65.0	65.0
	Was it all but \$20 of the repair cost	14	2.5	35.0	100.0
	Total	40	7.1	100.0	
Missing		526	92.9		
Total		566	100.0		

**23) After your repairs how easy was it to complete the 2nd smog check**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy	437	77.2	79.3	79.3
	Somewhat Easy	71	12.5	12.9	92.2
	Somewhat Difficult	15	2.7	2.7	94.9
	Very Difficult	9	1.6	1.6	96.6
	Non-Responsive	19	3.4	3.4	100.0
	Total	551	97.3	100.0	
Missing		15	2.7		
Total		566	100.0		

**25) Household Income Group**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	< \$17,000	64	11.3	18.0	18.0
	\$17,000 - \$22,999	26	4.6	7.3	25.4
	\$23,000 to \$28,999	26	4.6	7.3	32.7
	> \$29,000	239	42.2	67.3	100.0
	Total	355	62.7	100.0	
Missing		211	37.3		
Total		566	100.0		

**26) How many people depend on that income from your household**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	100	17.7	26.0	26.0
	2	143	25.3	37.2	63.3
	3	90	15.9	23.4	86.7
	4 or more	51	9.0	13.3	100.0
	Total	384	67.8	100.0	
Missing		182	32.2		
Total		566	100.0		

**27) You or family in the SMOG Check business**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	3.5	3.8	3.8
	NO	503	88.9	96.2	100.0
	Total	523	92.4	100.0	
Missing		43	7.6		
Total		566	100.0		